

VOLUME II

CHAPTER 4

RECEIPT AND DELIVERY OF MAIL AT MILITARY POST OFFICES,

UNIT MAILROOMS , AND POSTAL SERVICE CENTERS

' 400. PURPOSE :

This chapter prescribes administrative and operational procedures for the receipt and delivery of mail at UMRs and PSCS.

401. GENERAL :

Postage due, special delivery, and collect on delivery (C.O.D.) services are not available at PSCS or UMRs. Postage due and special delivery mail shall be delivered as regular mail. Postage due shall not be collected. C.O.D. mail shall be returned to the serving post office for processing.

402. MAIL PROCESSING AND DISTRIBUTION

1. PSCS and UMRs shall receive mail at the times designated by the serving postal activity.

2. Before receipting for mail at the serving postal activity, mailclerks and mail orderlies shall ensure that any damaged articles are endorsed properly and repaired or rewrapped, if needed. If damaged articles are received in closed bags, such articles shall be repaired and endorsed "Damaged in Handling by the Postal Service" along with the date of receipt and identity of the unit repairing the article.

a. Every effort shall be made to match articles found loose with envelopes or wrappers from which lost. Articles not matched shall be returned to the serving post office.

3. First-class letters received unsealed shall be handled as follows:

a. Endorse "Received Unsealed."

b. Before delivering or forwarding, affix PS Label 21, "Officially Sealed," and initial, except for special occasion cards (e.g., Christmas cards).

4. Mail opened by mistake shall be resealed, endorsed "Opened by Mistake," signed by the person opening the mail, and returned to the serving post office for forwarding to the correct address.

5. Balloting material shall be given sortation priority.

6. Mail suspected of harmful contents shall be reported immediately to the serving postal activity. (See paragraph 310.)

7. Process mail addressed to unit mailclerks and mail orderlies the same as mail for other members of the unit. Such mail may not be opened, stored, or disposed of in the mail work area.

#### 403. DELIVERY OF OFFICIAL MAIL

1. As a guideline, personally addressed mail only shall be considered official if it includes a duty title. The return address alone does not determine if mail is official.

a. Mail addressed to unit members by title (such as, Supply Officer or 1st Sergeant) is considered official mail and shall be delivered as such.

b. Mail addressed to "Commander of" an individual shall be delivered as official mail to the commander. Mail addressed to "Commander of" a receptacle number not containing an addressee name or unit designation shall be returned to sender endorsed "Insufficient Address."

2. Installation commanders are authorized to allow delivery for mission or professionally related mail as official mail based upon local conditions.

3. Installation commanders may issue additional guidance on distinguishing between official and personal mail.

#### 404. DELIVERY OF PERSONAL MAIL

1. DoD personnel and resources may not be used to duplicate services that USPS by law is obligated to provide. Personnel residing in housing or billeting where USPS provides free delivery service shall receive personal mail at their quarters address.

a. In CONUS, installation commanders may make exceptions to the policy in paragraph 404.1. for those service members, who because of their assignment, receive professional papers, journals, and other job-related materials or whose duties prohibit their ability to receive mail daily at their quarters address. This category includes, but is not limited to, medical doctors, dentists, veterinarians, lawyers, chaplains, single members of alert crews residing off base, and public health officials.

b. Military personnel, their dependents, and DoD civilians traveling under official orders may receive mail through the PSC or UMR until a residence address is established.

2. Personal mail shall be delivered personally to the addressee or through individual receptacles. Receptacle delivery procedures are contained in paragraphs 502 and 506. Do not place mail on beds, desks, or leave unprotected in any way.

3. Mail addressed in care of another or addressed to more than one addressee may be delivered to any addressee listed in the address. In overseas areas, all addressees shall be authorized MPO privileges or the mail shall be returned per paragraph 605.8.

4. Before release of mail, make a positive patron identification. Personal recognition shall suffice when delivering mail directly to patrons known by the mailclerk or mail orderly. If addressee is unknown, compare the name on the patron's ID card with the name of the addressee on the article.

When delivering mail to UMCS or mail orderlies, check the DD Form 285 to be sure that the person is eligible to receive mail.

a. Any member of the family having a valid identification (ID) card may be given mail addressed to a family member, except mail items reflecting restricted delivery.

b. The sponsor may state in writing that no family member, other than the sponsor, shall have access to the sponsor's mail. The sponsor shall not control the delivery of mail addressed specifically to the spouse.

5. Customers can control delivery of mail addressed to them (including restricted delivery mail) by completing a PS Form 3801, "Standing Delivery Order," PS Forms 3849A, "Delivery Notice or Receipt," or 3849B, "Delivery Reminder or Receipt," or by written instructions on a DD Form 2258, "Temporary Mail Disposition Instructions," or a letter. Overseas customers must name only persons who are authorized MPO privileges by virtue of their own status. The number of authorized agents shall be kept to an absolute minimum. --Agents shall not be authorized only to circumvent addressee responsibility to retrieve mail from a PSC or UMR.

6. Addressees can refuse mail they do not want to receive. The addressee shall be requested to write "Refused" on the front of the envelope or wrapper, sign, and date. If the addressee declines to make the endorsement the mailclerk or mail orderly shall endorse it "Refused by Addressee," date, and sign. Mail refused by the addressee shall be returned to the serving post office for disposition by its class.

a. Accountable mail must be refused by the patron at the time of delivery, before receipting for the article.

b. Nonaccountable mail may be refused by the addressee at the time of delivery or after delivery if it is returned unopened.

#### 405. GENERAL DELIVERY:

PSCS and UMRs that deliver mail through receptacles shall use general delivery service for transients, persons who are on TDY or TAD (provide receptacle service if the individual is TDY or TAD for more than 30 days and sufficient receptacles are available), newly assigned personnel (unless a receptacle has been assigned) until a permanent resident address is established, and permanently assigned personnel when receptacles are not available. Persons entitled to USPS delivery are not authorized general delivery service. Before placing mail in the general delivery case, check each piece of mail against directory cards ensuring that the individual is assigned to the general delivery section. Endorse each piece showing date received. Do not hold mail addressed for general delivery more than 15 days unless information is available indicating that the individual is to arrive.

406. DELIVERY OF ACCOUNTABLE MAIL (REGISTERED, NUMBERED INSURED, CERTIFIED, AND EXPRESS MAIL)

1. Personal accountable mail shall be delivered by the serving post office to the addressee. When delivered through a PSC or UMR overseas, the following procedures shall apply:

a. Use PS Forms 3849A for initial notification that accountable mail has-been received. Prepare the form on the day that article is sorted for delivery and deliver with the nonaccountable mail.

(1) Exception. Prepare PS Form 3849B for initial notification that Express mail has been received. Express mail may only be held for 5 working days. A second or final notice shall not be prepared for Express mail. If Express mail has not been called for after 5 working days, verify the addressees status through his or her unit. Make disposition of the mail based on information received from the unit.

b. Mark the article with the date the notice is prepared and store it separately from nonaccountable articles.

c. If the mail has not been claimed after 5 days, prepare a PS Form 3849B (Second/Final Notice). Annotate the date of the notice on the article.

d. If the mail has not been called for after 10 days from the final notice (5 days for registered mail), verify the addressee's status through his or her unit. Make disposition of the mail based on information received from the unit.

e. Prepare a PS Form 3849A or 3849B for each undeliverable, express, registered, certified, and numbered insured article. Show the disposition on the back of the form. Sign and date the form. If there are return receipts, leave receipts attached to the article. Show the reason for nondelivery on the return receipt, initial, and postmark the card.

f. Registered mail shall be stored in the registry section until delivered.

g. Require positive customer identification before delivering accountable mail. Personal recognition, I.D. card, or U.S. passport identifying the bearer by photograph and signature is acceptable. (See paragraph 404.4.)

h. Accountable personal mail shall be delivered to the addressee or to a person bearing written authorization to receive such mail. Positive identification shall be required before delivery is made. When delivery is made to the addressee, the addressee shall sign the delivery form. If delivered to an agent, the agent shall sign his or her own name. The addressee's written and signed authorization shall be shown on the reverse of the form or be on file at the releasing activity. The name of the person signing the form shall be printed below the signature if the signature is illegible.

i. File PS Forms 3849A and 3849B numerically by the last two digits of the identifying article number. The forms shall be commingled in a single file. A separate file may be established for registered articles if volume warrants. Retain these forms for 2 years.

j. If a PS Form 3811, "Return Receipt, Registered, Insured, and Certified Mail," is attached to accountable mail, it shall be signed and dated by the addressee or authorized agent. These receipts shall be returned promptly to the source from whom received.

2. When personal accountable mail is received at an MPO for delivery to an addressee served by a UMR or PSC that is not a section of the MPO, A PS Form 3849A or 3849B shall be prepared by the MPO and given to the mailclerk, who will deliver the form to the addressee. In CONUS, the serving post office shall provide the PS Form 3849A or 3849B to be delivered to the addressee.

NOTE : When units are isolated geographically from the serving postal activity, unit commanders may authorize mailclerks and mail orderlies to receive and deliver personal accountable mail. This authorization must be in writing and kept on file at the unit and serving postal activity. When this authority is granted, the responsibility to prepare and maintain the PS Forms 3849A or 3849B also shall be transferred to the unit (see paragraph 406.1.a. thru 406.1.j.) Personal "Restricted Delivery" mail can be handled by mailclerks only if the addressee is located at an area remote from the post office and the addressee requests this in writing.

3. Accountable mail shall be covered by a chain of receipts from acceptance by unit mailclerks until delivery has been made to the addressee or mail is returned to the serving post office. Mailclerks must account for accountable mail for which they have signed by producing either the article or an authorized receipt 'showing transfer. Accountable mail does not have to be receipted for at PSCS that are a section of the serving MPO when handled by civilian or military members designated to work at the MPO.

4. The mailclerk shall receipt for accountable mail from the source of pickup. Receipts shall be prepared in duplicate on USPS forms. The duplicate signed copy of the PS form shall remain at the post office. The original copy and the article shall be taken to the mailroom. Before receipting for the accountable mail, the mailclerk shall be certain that all articles listed have been received. Articles shall be checked carefully to ensure they are in good condition and that they have not been tampered. with. If wrappers or contents are damaged or torn, the serving postal activity shall repair and endorse them as "Damaged in Handling in the Postal Service."

5. When accountable mail is transferred from mailclerks to other authorized individuals, it shall be listed and signed for on PS Form 3850, "Record of Delivered Registered, Numbered Insured, Certified, and COD Mail," or PS Form 3883, "Firm Delivery Book - Registered, Certified, and Numbered Insured Mail." \_' .

6. If the mailclerk has the commander's authority to open official mail, it is considered to be delivered when receipted for at the post office and no further transfer receipts are required.

7. Accountable mail received as ordinary mail shall be returned to the serving post office for accountability.

8. Official "Restricted Delivery" mail can be delivered to the addressee's agent. Personal "Restricted Delivery" mail shall be given only to the addressee or an agent who has been authorized in writing by the addressee to receive his or her mail.

9. When accountable mail is returned to the MPO after being signed for by a unit mail clerk, the clerk shall return this mail by preparing a PS Form 3877 in duplicate. The original copy shall be given to the MPO with the mail and the duplicate copy shall remain in the book.

407. MAIL SERVICE FOR CONFINED PERSONNEL:

Mail for personnel confined in a correctional facility shall be processed under Military Service requirements. Return addresses of confined personnel should show a post office receptacle number, building number, or other such identification as may be applicable, but may not indicate that the sender is confined. This also applies to mail forwarded to personnel in confinement.

408. OUTGOING MAIL

1. The serving post office shall ensure that mail collection boxes are located conveniently for authorized customers to deposit outgoing mail. USPS or MPO postal clerks shall collect outgoing mail from collection boxes to meet dispatch schedules. Unit mailclerks and mail orderlies may not be allowed access to these boxes. If authorized by the installation commander, units that are isolated from the servicing postal activity may establish unit drop boxes for outgoing mail that shall be collected by mailclerks or mail orderlies and delivered to the servicing postal activity to meet dispatch schedules.

2. Outgoing mail that is received without postage affixed, shall be returned to sender. Mail with no return address and no postage shall be delivered to the serving post office for further processing. Outgoing mail, except international mail received with insufficient postage, shall be endorsed as insufficient postage and dispatched promptly to the addressee. International mail shall be returned to the sender for additional postage.

409. FREE MAILING PRIVILEGE (Title 39, U.S. Code, Section 3401 (reference (c)))

1. The free mailing privilege is authorized for members of the Military Services on duty in combat areas designated by the President. When authorized, the privilege applies equally to persons who are no longer in "a combat area, but due to a wound, disease, or other injury incident to combat in the designated area are hospitalized in any Military Service or Veterans Administration medical center.

2. Domestic letter mail or sound-recorded communications having the character of personal correspondence posted under this privilege shall have the word "FREE" written or printed by the mailer in the upper right hand corner where postage ordinarily would be placed.

3. For international mail posted under this privilege, the mechanically-printed or rubber-stamped words "POSTAGE PAID" and "PORT PAYEE" shall appear instead of "FREE" in the upper right corner of the envelope (address side). Normally, this endorsement shall be affixed at the MPO of dispatch by use of a rubber stamp and shall not be handwritten.

4. Mobile units not having post offices may dispatch "FREE" mail originating in a designated combat area through postal facilities located outside the designated area, when necessary. Eligible mail shall be marked "FREE" and tied out separately and shall bear a facing slip with the notation "CERTIFIED TO BE FREE ORIGINATING IN A COMBAT ZONE" with the signature of the mailclerk or mail orderly.

410. INTRATHEATER DELIVERY SERVICE (IDS) (NOT APPLICABLE TO CONUS)

1. IDS allows all individuals and at the discretion of the theater commander, organizations eligible to use the MPS specified in Volume I, Appendix A, to send correspondence to the same or another MPO within the same overseas geographic theater at no cost to the sender. No cost IDS service is indicated by the user writing "MPS" in the upper right hand corner of the envelope. Correspondence bearing any other designation shall not be accepted. Material which is eligible for IDS service is limited to letters, flats, post cards, and audio/video cassettes weighing 12 ounces or less.

2. Materials ineligible for IDS service are:

a. Those sent to and from CONUS or between MPO'S where the item must transit CONUS to reach the MPO of address.

b. Official correspondence.

c. Correspondence to any foreign or CONUS address.

3. Provide directory service promptly for undeliverable as addressed IDS items. Do not forward these items if the addressee has been transferred to CONUS or an MPO that would require the item to transit the USPS mail system. All IDS items that cannot be forwarded or returned shall be forwarded to the MACOM Dead Letter Office that has been established specifically to handle these items.